



## MiScorecard Performance Summary

**Business Unit:** Childrens Ombudsman  
**Executive/Director Name:** Verlie M. Ruffin  
**Reporting Period:** May 2013  
**Date Approved:** 6/17/2013

**Green** >90% of target  
**Yellow** >= 75% - 90% of target  
**Red** <75% of target  
 Scorecard Status: **Final**

	Metric	Status	Progress	Target	Current	Previous	Frequency	Metric Definition
<b>Internal Business Process</b>								
IB-1	Timely investigate and complete findings and recommendations cases	Red		120	163 First Quarter 2013	146	Quarterly	Average number of days for completing investigations and writing the report for cases where violations in case handling by DHS or a private child placing agency are found.
IB-2	Findings (aka violations) issued to DHS and/or the private child placing agency for individual child abuse/neglect cases investigated by the OCO.	Green		85%	82% First Quarter 2013	95%	Quarterly	Violations of state law, policy and/or procedure found as a result of an OCO investigation and submitted to DHS and/or a private child placing agency in a statutorily required OCO Report of Findings and Recommendations. *The OCO's goal is for the involved agency to agree with at least 70% of the findings issued.
IB-3	Recommendations for action or changes submitted to DHS or private agency for child abuse/neglect cases investigated by the OCO.	Green		85%	84% First Quarter 2013	98%	Quarterly	Recommendations for corrective action, policy change, compliance, or amendments to a case record submitted by the OCO to DHS and/or a private child placing agency in a statutorily required OCO Report of Findings and Recommendations. *The OCO's goal is for the involved agency to take corrective action for at least 75% of the recommendations issued.
IB-4	Administrative Investigations Completed			100	88 First Quarter 2013		Quarterly	Cases closed as administrative investigations. Identified concerns addressed with the involved agency or would not have affected the outcome for the child.
IB-5	Affirmations Completed			90	146 First Quarter 2013		Quarterly	Completed investigations where no violations of law, policy, or procedure were identified based on focus of investigation and/or complainant concerns.
IB-6	Preliminary Investigations Completed			30	13 First Quarter 2013		Quarterly	Investigations of shorter duration where limited information is reviewed based on complainant's concerns.